

STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**


Med-QUEST Division  
Health Care Services Branch  
P.O. Box 700190  
Kapolei, Hawaii 96709-0190

November 25, 2019

MEMORANDUM

MEMO NO.  
QI-1929

TO: QUEST Integration (QI) Health Plans  
Home Health Agencies  
Home Care Agency Providers of Home and Community Based Services  
1915(c) Intellectual and Developmental Disabilities (I/DD) Waiver Providers

FROM:  Judy Mohr Peterson, PhD  
Med-QUEST Division Administrator

SUBJECT: Electronic Visit Verification (EVV) Service Codes and Modifiers

The Med-QUEST Division (MQD) is implementing electronic visit verification (EVV) for personal care services and home health services in response to federal requirements set forth in the 21st Century Cures Act (Cures Act). EVV is an electronic system that verifies key information about the services provided. In accordance with the Cures Act, the system implemented by MQD will record the: type of service, date of the service, time the service started and ended, individual receiving the service, person providing the service, and the location of the service at the beginning and end. Both agency and non-agency providers are impacted by EVV, as well as both Quest Integration and Developmental Disabilities Wavier programs.

The purpose of this memo is to give guidance regarding the use of service codes and modifiers when using EVV. A standardized list of EVV related service codes and modifiers is now available to use in the upcoming EVV project. See Appendix A for details.

All EVV related services are required to use the standard list of service codes and modifiers when the EVV program goes live in late June of 2020. We anticipate a pilot period upon go-live, where edits will indicate an incorrect service code was used for EVV services on a claim, but the claims

will still be paid. After the pilot period ends, if incorrect service codes are submitted then the claim will not be paid.

- All EVV services must use the EVV related service codes and modifiers
- All authorizations for EVV services must use the EVV related service codes and modifiers
- Providers must use Appendix A service codes and modifiers when submitting claims
- A claim for EVV services must be verified against a completed EVV transaction from the Sandata Aggregator, before the health plan pays the claim

Please contact Debbie Fujimoto via e-mail at [dfujimoto@dhs.hawaii.gov](mailto:dfujimoto@dhs.hawaii.gov) or call her at 692-8127 should you have any questions.

Attachment